



Christina Aul

Instructional Designer and
Performance Improvement Specialist

Contact



814-221-1699



celtic.epiphany@gmail.com



199 Center St., Lykens PA 17048



About Me

Strategic Learning Experience Designer and Technical Training Specialist with 14+ years of expertise in translating complex policy and technical information into measurable skill development. Proven ability to design, develop, and deliver high-impact blended learning solutions. Able to leverage Master's-level Instructional Design & Technology knowledge to drive performance and achieve organizational goals.

Skills

- **Instructional Design:** Needs Analysis (ADDIE/SAM), Learning Theories (Andragogy), Evaluation Models (Kirkpatrick)
- **Authoring Tools:** Adobe Captivate, Camtasia, SCORM, Video editing, Advanced Microsoft Office Suite
- **LMS/Deployment:** SumTotal, Content Management, Virtual Classroom Tools (Zoom, Teams, Webex)
- **Project Management:** Performance Monitoring, Quality Assurance, Metrics-Focused Reporting



Education

- Master of Science in Instructional Design & Technology (In Progress)
Walden University Expected Graduation: December, 2025
- B.S. Ed, Secondary English Education
Penn West University (formerly Clarion University) May 1996



Experience

- Technical Assistance Specialist
PA State Grant & Special Programs, PHEAA November 2021–Present
 - **Designed and developed** comprehensive blended learning materials for internal professional staff and external financial aid office partners, ensuring policy consistency and compliance.
 - **Developed and produced** system training tutorials using **Camtasia** to enhance user proficiency and drive rapid adoption of new platforms.
 - **Revised and modernized** legacy e-learning content using **Adobe Captivate** and managed deployment within PHEAA's internal LMS.
 - **Implemented** customized training solutions for external partners in response to individual school requests, focusing on high-level utilization and program support.
 - Reviewed policy documents for clarity and accuracy during annual cycles, serving as a subject matter expert for training content.
- Learning & Development Specialist
PennDOT Customer Care Center, Conduent 2011-2017
 - **Updated training resources** under tight deadlines to reflect continuous changes in state laws and policies.
 - Led technical training classes of up to 21 trainees with diverse backgrounds, maintaining a 70% overall graduation rate.
 - Mentored trainees and monitored performance to promote progression into more senior roles within the call center.
- Assistant Manager
Clarion Kwik Fill 2005-2011
Managed full operational workflow, vendor relationships, and team performance; drove gross profit to rank 4th out of 74 regional stores during a four-month management tenure.
- Telemarketing Supervisor
The Reese Group 2016- 2017
Managed call quality, team production, and executed multiple client campaigns in compliance with state and federal law.



Academic Projects & Case Studies

Instructional Design Capstone Project (Master's Level)

In Progress - Portfolio

High-Impact E-Learning Solution for PA State Grant Application
Conducted formal needs analysis, identifying a 3-year trend of reduced applications and rising complaints. Designed a 90-120 minute interactive curriculum for parents and freshmen with the goal of increasing completion accuracy and success rates.